

Toolie[®] Merchant

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Recommendation for Toolie Merchant - Kelby Johnson

To Whom It May Concern,

I am pleased to offer this strong recommendation for Toolie Merchant, a results-driven Agile leader with deep expertise in Scrum methodologies, cross-functional team management, and enterprise-level project delivery.

During our time working together at Providence St. Joseph Health, Toolie was instrumental in driving the success of a multi-state website consolidation initiative. She effectively applied Agile best practices, managing a complex portfolio of tasks using JIRA and Confluence, ensuring visibility, accountability, and alignment across multiple teams and regions.

Toolie's ability to balance strategic leadership with emotional intelligence is one of her strongest assets. She consistently demonstrated the rare combination of pushing for measurable outcomes while respecting organizational dynamics and competing priorities. Her influence helped solidify our Scrum practice, guiding teams through change and ensuring consistent Agile training and implementation.

Toolie is not only a certified Scrum professional, but also a collaborative, forward-thinking leader who fosters high-performing, inclusive environments. She brings clarity, transparency, and energy into every engagement. These qualities make her a valued asset to any organization seeking Agile transformation, Scrum coaching, or program-level leadership.

It was a pleasure to collaborate with her, and I have no doubt that Toolie will continue to bring exceptional value to any organization she supports.

Sincerely,

Kelby Johnson
Director, Content Marketing
Providence St. Joseph Health.